

Special Talking Water

Thursday 22 January 2015



Murray Irrigation

Murray Irrigation *Water ordering* system update

Murray Irrigation will be updating its *Water ordering* system from 3.00pm today, Thursday 22 January.

Customers are advised that both online and telephone *Water ordering* systems will be unavailable for approximately one hour while these improvements are implemented.

Improvements have been made to both the online and telephone systems.

Updates to the **online** *Water ordering* system are:

- On the *Water ordering* system home page
 - Customers will now see their 'Allocation total', their 'Estimated allocation balance' (total volume that customers have used since the previous meter reading), as well as the 'Allocation remaining'. The allocation remaining is still inclusive of orders not delivered.
 - The difference between the total allocation and estimated allocation balance is the estimate of volume available today.
- Water allocation report
 - The water allocation report has also been updated to include the estimated balance today.
 - Customers will also be able to download their water allocation report in a file format that can be opened in Microsoft Excel (CSV file). This option has been requested by some customers.

Updates to the **telephone** *Water ordering* system (IVR):

- Customers will be able to leave a voice message for Regional Planning staff. Simply press 8 # in the main menu of the telephone *Water ordering* system (T. 1300 781 431).

Further details of these changes will be updated in both *Water ordering* instruction guides.

Murray Irrigation apologises for any inconvenience this may cause. Completion of the upgrade needs to take place when both internal and external resources are available (i.e. during business hours).

Customers are also advised of improvements to the **Water Exchange** on our website. The improvements introduced this week include:

- The 'submit form' button (when purchasing or transferring water or delivery entitlements) has been changed. Customers will now see a green 'purchase successful' message once their order has been processed. If customers attempt to click the 'submit form' button again during this process, they will now see a message informing them that their purchase is in progress. To close this message customers need to click 'OK' as shown on the screen. This change will help customers avoid double transactions (an error caused by customers double clicking).
- The listing fees have also been updated to the 2014/15 fees.

Our Water Distribution Supervisors are available to assist customers with the *Water ordering* system. There are also *Water ordering* instruction guides and fact sheets on understanding water allocation reports available via our website, or by contacting reception.

For more information, please contact reception on T. 1300 138 265.

Jennifer McLeod
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